



Unity Health Plans Insurance Corporation
UW Health Network
 840 Carolina Street
 Sauk City, WI 53583
 (800) 362-3310 FAX (608) 643-2564
www.unityhealth.com



Type of Plan Health Maintenance Organization
 Total Number of Members..... 75,158
 Years of Operating Experience 22
 Total Number of Primary Care Physicians (PCPs)..... 227
 Percentage of PCPs Accepting New Patients 78%
 Percentage of Board Certified Specialty Care Physicians..... 93.4%
 Number of Urgent Care Facilities 3
 Number of Dentists.....No Routine Dental Coverage





ADDITIONAL INFORMATION

Referral Requirements	No written referral requests are needed when you seek care for medically necessary covered services from UW Health providers in Dane County. In addition, covered benefits for chiropractic care, dental care (except TMJ/TMD), one annual routine eye exam, and routine OB/GYN care do not require a written referral request from your PCP, but you must use a participating network specialist. Out-of-plan provider requests do require a written referral request from your physician that must be approved by Unity and will be reviewed only for services that are not available from participating providers in the UW Health Network. You, your PCP and the specialist to whom you're being referred will receive notification in writing from Unity stating the decision on your referral request. Please contact Unity Customer Service at 1-800-362-3310 with any questions.
Prior Authorization Requirements	Prior authorization from Unity is required to receive specialty care from Associated Physicians unless you have an Associated Physicians PCP. For behavioral health requirements please refer to the Outpatient Mental Health Network/Policy on the next page. Also, some medical services, procedures and equipment require prior authorization and your physician must obtain approval from Unity before you can obtain these services. Your physician submits the prior authorization request to Unity. You, your PCP, and the specialist requesting the service will receive a notification in writing from Unity stating the decision on your prior authorization request.
Medicare Claims Procedure	Most Unity providers accept Medicare assignment. When using these providers, you do not need to submit anything to Unity. In those few cases when a provider does not accept assignment, we will notify you and the provider if a copy of your Explanation of Medicare Benefits (EOMB) is needed.
OnLine Services	<p>Unity's web site is a valuable resource of information. Visit www.unityhealth.com to:</p> <ul style="list-style-type: none"> • Learn more about Unity's health and wellness programs. Just click on the HealthyU! icon on the home page. This will give you access to information on Unity's Fitness First, Health First, Wellness First and Weight Watchers® programs. • Find participating providers by clicking the Provider Lookup icon on the home page. Next, select State and Local Government Participant and then you choose your network to access our provider directoy. • Access Benefits Assistant, a secure portal to your claim information and authorizations. With Benefits Assistant you can perform enhanced provider searches and view your eligibility and specific health plan benefits. In addition, you can update information such as address and telephone number, change your PCP or request new ID cards. Benefits Assistant is a

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fast, easy, and convenient online service that places your health insurance information at your fingertips – 24 hours a day, 7 days a week.

Outpatient Mental Health Network/Policy	Unity offers a service to assist you with your behavioral health care needs. The Behavioral Health Consultation System (BHCS) is a triage line staffed by experienced mental health clinicians. They will help you make an appointment and ensure that you see the correct type of behavioral health practitioner for your specific needs. You must call BHCS at 1-800-683-2300 for prior authorization of all mental health assessments and treatment. For AODA needs call Gateway Recovery at (608) 278-8200. A referral from your PCP is not needed for either mental health or AODA care.
24-Hour Nurse Line	Not Available
PCP Restrictions	Each family member may select a different PCP within the UW Health Network. Changes to your PCP may be made by contacting Unity and your payroll office. The change will become effective the first day of the month following Unity's receipt of your request.
Dental Benefits If Provided	No routine dental coverage offered.
Quality Improvement Initiatives	<p>Because quality is important, Unity is focusing on the following initiatives:</p> <ul style="list-style-type: none"> Enhancing Unity's web site to include a dedicated page about Unity's patient safety initiatives and activities. The web site will include resources with links to five national and state organizations involved with patient safety. Establishing a new health management program for cholesterol management. Offering a program to increase awareness and education about Attention Deficit /Hyperactivity Disorder (ADHD). As part of Unity's Wellness First program, partial reimbursement for a yearly membership to CHADD® (Children and Adults with Attention Deficit/Hyperactivity Disorder) is available. Focusing on customer service initiatives that include the monitoring of Single Contact Resolution. Unity will resolve 90% of initial contact inquiries completely, accurately and timely in a single contact from the customer while maintaining Customer Service performance of answering calls in an average of 15 seconds or less with fewer than 2% abandoned calls.

Counties in Service Area	Hospitals in County	Major Providers in County*
Dane	 UW Hospital & Clinics  UW Children's Hospital  Meriter Hospital  Stoughton Hospital	Associated Physicians and UW Health providers.

* Please refer to the Unity-UW Health Provider Directory for a complete listing of participating providers. Visit our web site at www.unityhealth.com or call Unity Customer Service at 1-800-362-3310 to obtain information.